

Policies for Information Security & Privacy

Welcome!

Your trust is important to us! Shenzhen Huaptec Co., Ltd.(hereinafter referred to as “Huaptec”) recognizes the essential importance of the protection of user information and privacy. In this regard, hereby Huaptec established the following User Information and Privacy Protection Policy (hereinafter referred to as the “Privacy Policy”) to protect the privacy of individuals and comply with laws and regulations. Therefore, in this Privacy Policy, Huaptec demonstrates how we collect, use, store and share this information when you use our service and/or buy our products, and the way of visiting, updating, controlling, and protecting such information provided by Huaptec. Please make sure that you have read it carefully, fully understood, and accepted it before you use our products or service, especially those sections that are underlined and in bold. If you use the services and or buy products from Huaptec, you will be deemed to have authorized us to collect, use, store and share your personal information.

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1. Permissions

When you use our service, to provide, improve our service and keep your account safe, we may need you to grant the permissions for the following terminals

1.1、 Camera

You can directly shoot photos when you need to add photos for goods, albums, and documents. It can be used to scan goods when you create a new document. Please be informed that even though you have granted us permission to access your camera, we will only access related information when you use the functions mentioned above. If you do not use the above functions, you can refuse to grant permission.

1.2、 Push Notifications

We may send you push notifications from time to time in order to update you about the status of documents. If you do not use the above functions, you can refuse to grant permission.

2. How We Collect and Use Your Personal Information

Personal information refers to all kinds of information recorded in the electronic form or other forms, which can be used to identify some natural persons or reflect the activities of certain

natural persons, either independently or in combination with other information.

Huaptec only collects and uses your personal information for the following purposes hereby specified in this policy: We collect different types of Personal Information when you're accessing or using our Services, including personal basic information(name, phone, company name, and address) and network identification information(account, verification code); device information(model number, manufacturer and operating version)

Sensitive personal information refers to personal information that once leaked, illegally provided, or abused, can threaten personal and property security and/or easily cause personal reputational damage, physical and mental health damage, or discrimination.

Personal sensitive information involved in this Privacy Policy includes network identification information(account, verification code), other personal information(phone number and location).

We collect and use your personal information for the following purposes:

2.1 To register accounts

In order to use our software and to provide you with our services, you will need to provide your cell phone number, name, and company name, to create a user account. In the event that you need to delete your account, we will make it anonymous or delete your personal information as soon as possible in accordance with the requirements of laws and regulations.

2.2 To provide customer service

Our customer service and after-sales functions may use your account information to provide you with consulting services. When you contact us, we may keep a record of your correspondence, call history and content, and the contact information you have left in order to help you resolve your problem and record the solution and outcome. Our customer service will use your account information to verify your identity. When communicating with our customer service, you may be required to provide information other than that given above.

2.3 To troubleshoot and report

When an exception occurs in the app, information about the device model, manufacturer, and operating system is collected and reported to the developer to quickly locate the problem and help customers resolve it.

2.4 Exception

In accordance with the relevant laws and regulations, we may collect, share, transfer or publicly disclose your personal information without obtaining your consent in the following cases.

2.4.1 Cases directly related to national security and national defense security

2.4.2 Cases directly related to public safety, public health and public acquisition;

2.4.3 Cases directly related to crime investigation, prosecution, trial and judgment enforcement;

2.4.4 Cases where it is difficult to obtain your consent but the purpose is to protect your or other individuals' vital legitimate interests such as life, property and reputation, etc.;

2.4.5 Cases that information is disclosed by you to the public on your own

2.4.6 Cases where personal information is collected from legally and publicly disclosed information, such as legal news reports, government information publicity, etc.;

2.4.7 Cases where it is necessary for signing and performing contracts according to your requirements;

2.4.8 Cases where it is necessary for maintaining safe and stable operation of the products or services provided, such as identification or disposal of failures of products or services;

2.4.9 Cases that the collected information is necessary for legitimate journalism.

2.4.10 Cases where it is necessary for statistics or academic research in the public interest and personal information contained in the results of academic research or description provided externally is de-identified;

2.4.11 Other circumstances stipulated by laws and regulations.

3. How We Use Cookies and Tracking Technologies

We will store small data files called cookies on your computer or mobile device to ensure the website works properly and provide better user experience. We use these tools to ensure that you receive a personalized experience to provide you with certain functions on our Services, to keep your account safe, and to improve and optimize our Services. We do not use cookies for any purpose other than the purposes described in this policy. You can manage or delete cookies according to your preferences. You can empty all cookies stored on your computer and mobile devices and you have the right to accept or reject cookies. Since most web browsers support blocking cookies, you can empty all cookies stored on your computer by browser setting. And you can clear all cookies saved in the software.

4. How We Protect Your Personal Information

4.1 We've applied industry-standard safety protection measures to your personal information provided to prevent data from unauthorized access, public disclosure, use, modification, damage, or loss. We'll take all reasonable and feasible measures to protect your personal information. For example, the exchange of data between your browser and the "Service" (such as credit card information) is protected by SSL encryption; we provide supporting Web service for products with HTTPS secure access; we'll apply trusted protection mechanisms to prevent data from malicious attack; we'll deploy access control mechanisms to ensure that only authorized personnel can access personal information, and we will organize security and privacy protection training courses to strengthen employees' awareness of the importance of personal information protection.

4.2 We use an industry-leading data security management system that is data-centric and revolves around the data lifecycle to enhance the security of our service in multiple dimensions including organization construction, system design, personnel management, and product technology. Our system has obtained Level III cybersecurity certification.

4.3 We retain personal data for as long as required to engage in the uses described in this Privacy unless a longer retention period is required by applicable law or you give us your consent.

4.4 We highly recommend avoiding sending personal information by means of Email, instant messaging and unencrypted ways to communicate with other users, as the Internet environment is not absolutely safe. Please use complex passwords to help us keep your account secure.

4.5 In case of incidents of personal information security, we will promptly inform you as required by laws and regulations of: the basic situation and possible impact of the security incident, the measures we have taken or will take, suggestions for you to prevent and reduce risk autonomously and remedies for you, etc.. We will promptly inform you of everything about the incident by email, phone and push notification, etc., and make an announcement in a reasonable and effective manner when it is difficult to notify the subjects of individual information one by one. Furthermore, we will take the initiative to report the handling of personal information security incidents as required by regulatory authorities

5. How to Access and Manage Your Personal Information

5.1 At your request, we will delete your information or anonymize it in accordance with applicable laws, regulations and standards in the following cases:

5.1.1 You request to delete your account.

5.1.2 We terminate our services and operations;

5.1.3 If we are required to delete your information in accordance with relevant laws, regulations and national standards, or in accordance with the requirements of government departments or judicial authorities, or if your information storage period expires.

5.2 In accordance with the applicable relevant laws, regulations and standards, we protect your right to exercise the following rights with respect to your information:

5.2.1 If you have any questions about this Privacy and Information Protection Policy, you have the right to contact us as agreed in Article 9. After verifying your true identity, you have the right to access and request correction of your information or that of a minor in your custody. We will provide a reply and a reasonable explanation within 30 days after receiving your request or within the period stipulated by laws and regulations.

5.2.2 If we are unable to meet all your requests due to the requirements of laws and regulations, or due to technical limitations, we will still respond to your request within a reasonable period of time and provide a reasonable explanation.

6. Sensitive Personal Data

Some of your personal information may be considered sensitive information by its nature, such as information revealing racial, religious, or similar beliefs, physical or mental health conditions, bank account, finance, credit, personal ID, transaction, etc. We may use certain sensitive personal data where you have given your explicit consent to us doing so, to better serve and meet your needs. Such sensitive data is only shared with our third-party service providers acting as data processors for the purpose of providing the services you request and will not be shared or used by us for any other purposes.

7. Minors' Privacy

If you are an individual under the age of 18, please read and accept this Privacy and Information Protection Policy with the consent of a parent or legal guardian and pay special attention to the terms of use for minors. We do not collect any information from children under the age of 18, and will not use, share, transfer and disclose the information without the consent of a parent or legal guardian. We will protect the personal information of minors in accordance with relevant laws and regulations and the provisions of this Privacy and Information Protection Policy.

8. Changes to our Privacy Policy

We may update this Privacy Policy from time to time. If we make material changes to our Privacy Policy, we may also notify you by other means prior to the changes taking effect, such as by posting a notice on the platform or sending you an email or a notification. Continued use of the Service following notice of such changes shall indicate your acknowledgment of such changes and agreement to be bound by the terms and conditions of such changes.

9. How to Contact Us

If you have any questions, concerns, complaints, or suggestions regarding our Privacy Policy or about the manner in which we treat your personal information, or otherwise need to contact us, please email us at support@hiboost.com. We will reply as soon as possible.